

Message: RE: Duplicate Client

✉ RE: Duplicate Client**From** Kristen M. Setterlund, MSW,
LCSW**Date** Wednesday, March 8, 2017
11:56 AM**To** Kraft, Emily; Schott, Kyle**Cc****Journal Recipients** Emily.Kraft@oa.mo.gov **image001.png** (3 Kb HTML)  **image012.jpg** (3 Kb HTML)  **image013.jpg** (1 Kb HTML)
 **image014.png** (2 Kb HTML)  **image015.png** (3 Kb HTML)  **image016.png** (2 Kb HTML)

Hi Kyle and Emily,

We checked with the client and she will be continuing with CCSOMO. The worker confirmed that her social ends in [REDACTED]. We do not believe the client was aware that both were ATA provider and suspect it was an error. Also, we were not aware Lifehouse Maternity Home was now an ATA provider, so we had not added them to the form our clients are signing regarding other providers. I will add that to our form, but wanted to check to see if CCSOMO has any other subcontractors in the region we should add to our list.

Thanks,
Kristen**Kristen M. Setterlund, MSW, LCSW**
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From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]**Sent:** Tuesday, March 07, 2017 11:43 AM**To:** Kristen M. Setterlund, MSW, LCSW; Schott, Kyle**Subject:** Duplicate Client

Hi Kyle and Kristen –

Despite our best efforts, we may have a duplicate client that the system didn't catch. It looks like

██████████ is entered with CCSOMO with a SSN that ends in ██████████ and with LFCS with a SSN that ends in ██████████. All other digits are the same, as is the DOB and middle name provided. Please discuss the issue with her and let her know she can only receive A2A services from one provider. Also, please check your records and let me know if this was a typo or if the client provided false information, because I may have to send this over to the welfare fraud investigation unit over at DSS if it was she falsely provided it to you.

Thanks,

Emily Kraft

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